



Department of  
Developmental  
Services



Department of  
**MENTAL  
HEALTH**



DEPARTMENT OF  
**REHABILITATION**  
*Employment, Independence & Equality*



Office of  
**Systems  
Integration**  
"SERVING CALIFORNIA"

## **STAFF SERVICES MANAGER I MULTI-DEPARTMENTAL PROMOTIONAL EXAMINATION**

**Health and Human Services Agency  
Department of Developmental Services  
Department of Mental Health  
Department of Rehabilitation  
Managed Risk Medical Insurance Board  
Office of Systems Integration**

**6DS17**

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

**FINAL FILING DATE: October 23, 2006**

Applications (Form 678) must be POST-MARKED no later than the final filing date. Applications postmarked after the final filing date will not be accepted for any reason.

Applications **MUST** be filed in person or by mail with:

**Department of Developmental Services  
1600 Ninth Street, Room 340, MS 3-14  
Sacramento, CA 95814  
Attention: Peggie McQuillan, Exam Unit**

### **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

**NOTE:** Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

**QUALIFICATION APPRAISAL:** It is anticipated that interviews will be held during November & December 2006.

**SALARY RANGE:** \$4912-\$5926

### **REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I, II, or III," etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

#### **Either I**

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

(Applicants who have completed six months of service performing the duties as specified above will be admitted to the examination, but they must satisfactorily complete one year of this experience before they can be eligible for appointment.)

SEE REVERSE FOR ADDITIONAL INFORMATION

**Staff Services Manager I  
JY15-4800**

**Final Filing Date: October 23, 2006**

## Or II

**Experience:** Three years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience beyond the trainee level which shall have included the preparation of reports and the presentation of recommendations to management, at least one year of which must have been in a full journey person technical capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.)  
**and**

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

### THE POSITION:

The Staff Services Manager I level is typically the first working supervisor level. Employees at this level supervise a small group of analysts performing journey person level work and personally perform the most difficult or sensitive work. In the smaller departments or where the particular Staff Services function is not fully developed, a Staff Services Manager I may direct a function such as management analysis, budgeting, or personnel. In a medium to large department, or in a central agency function, positions at this level may supervise a portion of a function when it is so large as to require subordinate supervisors in terms of number of technical staff. On rare occasions, positions at this level may function as project leaders, coordinating the work of others through task force type organizations. This leadership role must be accompanied by a role as a highly skilled, independent consultant with the ability to act authoritatively in a functional specialty.

### EXAMINATION INFORMATION:

This examination will consist of a Qualifications Appraisal Interview only. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained.

## QUALIFICATIONS APPRAISAL Weighted 100%

### Scope:

#### A. Knowledge of:

1. Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas.
2. Principles and practices of employee supervision, development, and training.
3. Program management.
4. Formal and informal aspects of the legislative process.
5. The administration and department's goals and policies.
6. Governmental functions and organization at the State and local level.
7. Department's Equal Opportunity Program objectives.
8. Manager's role in the Equal Opportunity Program and the processes available to meet Equal Opportunity objectives.

#### B. Ability to:

1. Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems.
2. Develop and evaluate alternatives.
3. Analyze data and present ideas and information effectively both orally and in writing.
4. Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas.
5. Gain and maintain the confidence and cooperation of those contacted during the course of work.
6. Review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies.
7. Manage a complex Staff Services Program.
8. Establish and maintain project priorities.
9. Develop and effectively utilize all available resources.
10. Effectively contribute to the department's Equal Opportunity objectives.

### SPECIAL PERSONAL REQUIREMENTS

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

**ELIGIBLE LIST INFORMATION:** Separate promotional eligible lists will be established for each participating department. All successful candidates will be ranked on their department's eligible list according to their final scores. Each department promotional eligible list will expire 12 months after it is established unless the needs of the service and conditions of the lists warrant a change in this period.

## GENERAL INFORMATION

It is the **CANDIDATE'S RESPONSIBILITY** to contact the Department of Developmental Services' Testing Office three days prior to the test date if he/she has not received his/her notice.

It is the **CANDIDATE'S RESPONSIBILITY** to contact the Department of Developmental Services' Testing Office three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request. Applications are available at State Personnel Board Offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on the reverse side, you may take this examination, which is competitive. Possession of the entrance requirement does not assume a place on the eligible list. Your performance in the examination described on the reverse side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**THE STATE PERSONNEL BOARD** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**EXAMINATION LOCATIONS:** Locations of interviews may be limited or extended as conditions warrant.

**ELIGIBLE LISTS:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

**GENERAL QUALIFICATIONS:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**INTERVIEW SCOPE:** In addition to the scope described on the reverse of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.